



MICHOICE WAIVER COMPLAINTS

If you have a complaint about your services, you have a right to file a complaint with the Waiver Program.

The following is a recommended process for resolving your complaint quickly and effectively:

- ❖ Inform your waiver agent for Community Health contract managers. It is your waiver agent's responsibility to assist you and resolve concerns about your care and services.
- ❖ Contact the Department of Community Health contract managers. Contract managers are the State's liaisons between the waiver agents and the State. The contract managers are Elizabeth Gallagher 517-335-5068 and Larry Parker 517-241-9937.
- ❖ Contact an advocacy organization for assistance in filing your complaint:
 - Michigan Long Term Care Ombudsman Program
1-866-485-9393
 - Michigan Protection and Advocacy Service, Inc.
1-800-288-5923
- ❖ General Suggestions:
 - Write down who you spoke to about your concerns including the date and time.
 - If possible, you should put complaint in writing and keep a copy for your records.

For more information please call our toll free number:

1-866-485-9393